eXcellence project

2005-2006

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The Objective

The project goal is to set a standard for Quality in e-learning.

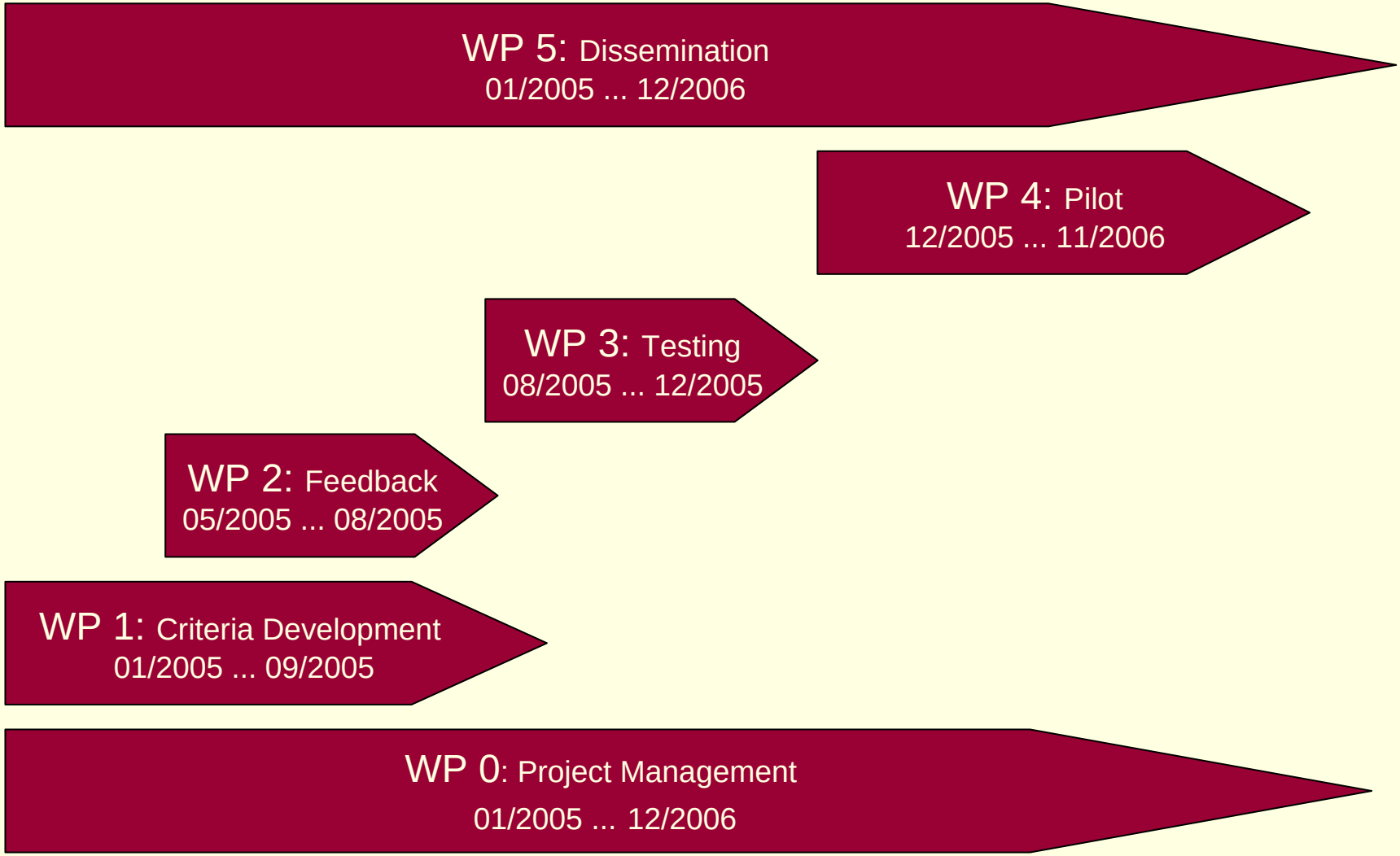
The main objective of the project is to contribute to the Bologna process by creating standards of excellence in e-learning as:

- Assessment tool (programme and institutional level)
- Improvement tool (internal quality care system)
- Tool for accreditation for excellence

Bologna support

- Improving e-learning ultimately supports the Bologna objectives:
  - create better access to European higher education at all levels and in all domains both in mainstream continuing education,
  - ensure cooperation between universities, and
  - raise the competitiveness of European universities
- All this in line with the process of creating a European Area of Higher Education by the European universities.

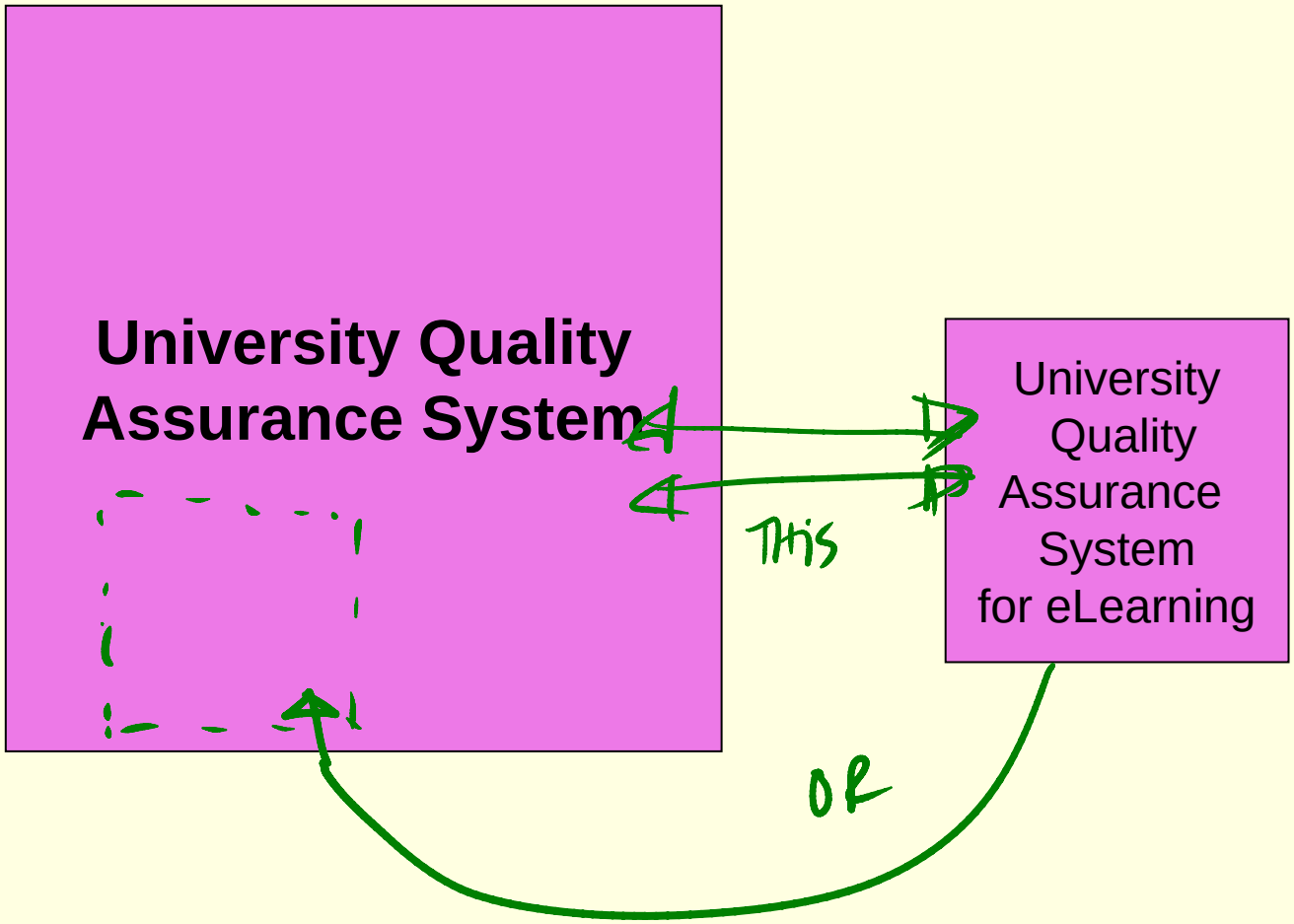
Scheduling


WP 5: Dissemination
01/2005 ... 12/2006
WP 4: Pilot
12/2005 ... 11/2006
WP 3: Testing
08/2005 ... 12/2005
WP 2: Feedback
05/2005 ... 08/2005
WP 1: Criteria Development
01/2005 ... 09/2005
WP 0: Project Management
01/2005 ... 12/2006

Results to be produced

- Assessment tool (programme and institutional level)
- Improvement tool (internal quality care system)
- Tool for accreditation for excellence

Improvement or totally new



What is quality?

- Quality, simplistically, means that a product should meet its specification
- This is problematical for eLearning
  - Tension between customer quality requirements and developer quality requirements (maintainability, reusability, etc.)
  - Some quality requirements are difficult to specify in an unambiguous way
  - Design specifications are usually not used and if used then incomplete and often inconsistent

Quality management activities

- **Quality assurance**
  - Establish organisational procedures and standards for quality
- **Quality planning**
  - Select applicable procedures and standards for a particular project and modify these as required
- **Quality control**
  - Ensure that procedures and standards are followed by the people and teams

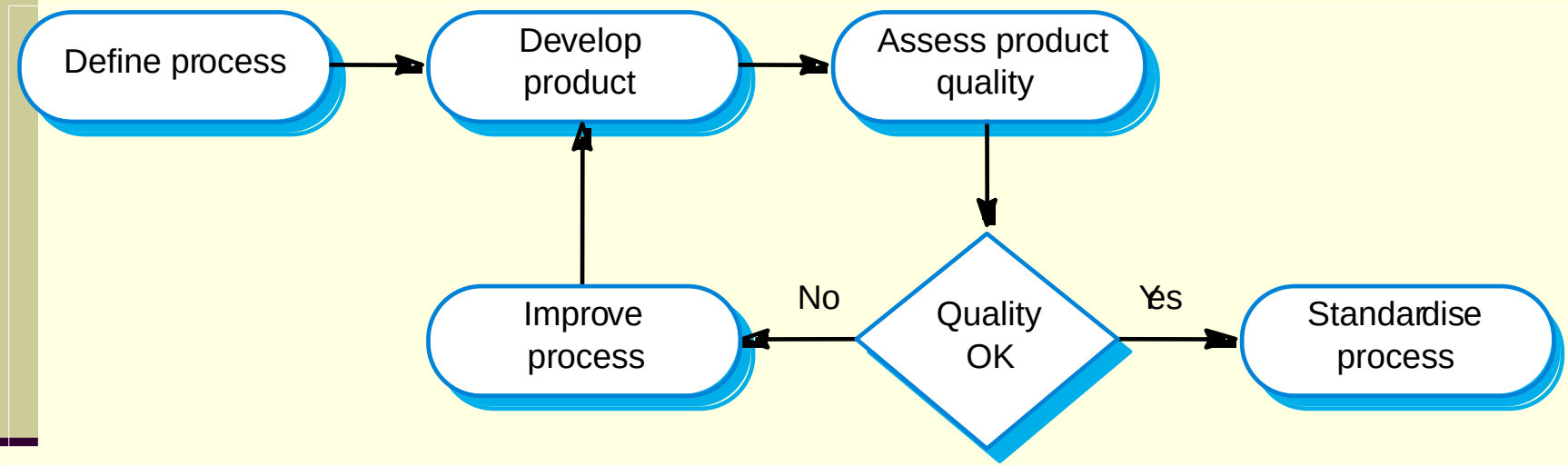
Quality assurance and standards

- Standards are the key to effective quality management
- They may be international, national, organizational or project standards
- Product standards define characteristics that all components should exhibit e.g. a common programming style
- Process standards define how the processes should be enacted

Process and product quality

- The quality of a developed product is influenced by the quality of the production process.
- This is important in eLearning as some product quality attributes are hard to assess.
- However, there is a very complex and poorly understood relationship between the processes and product quality.

Process based quality



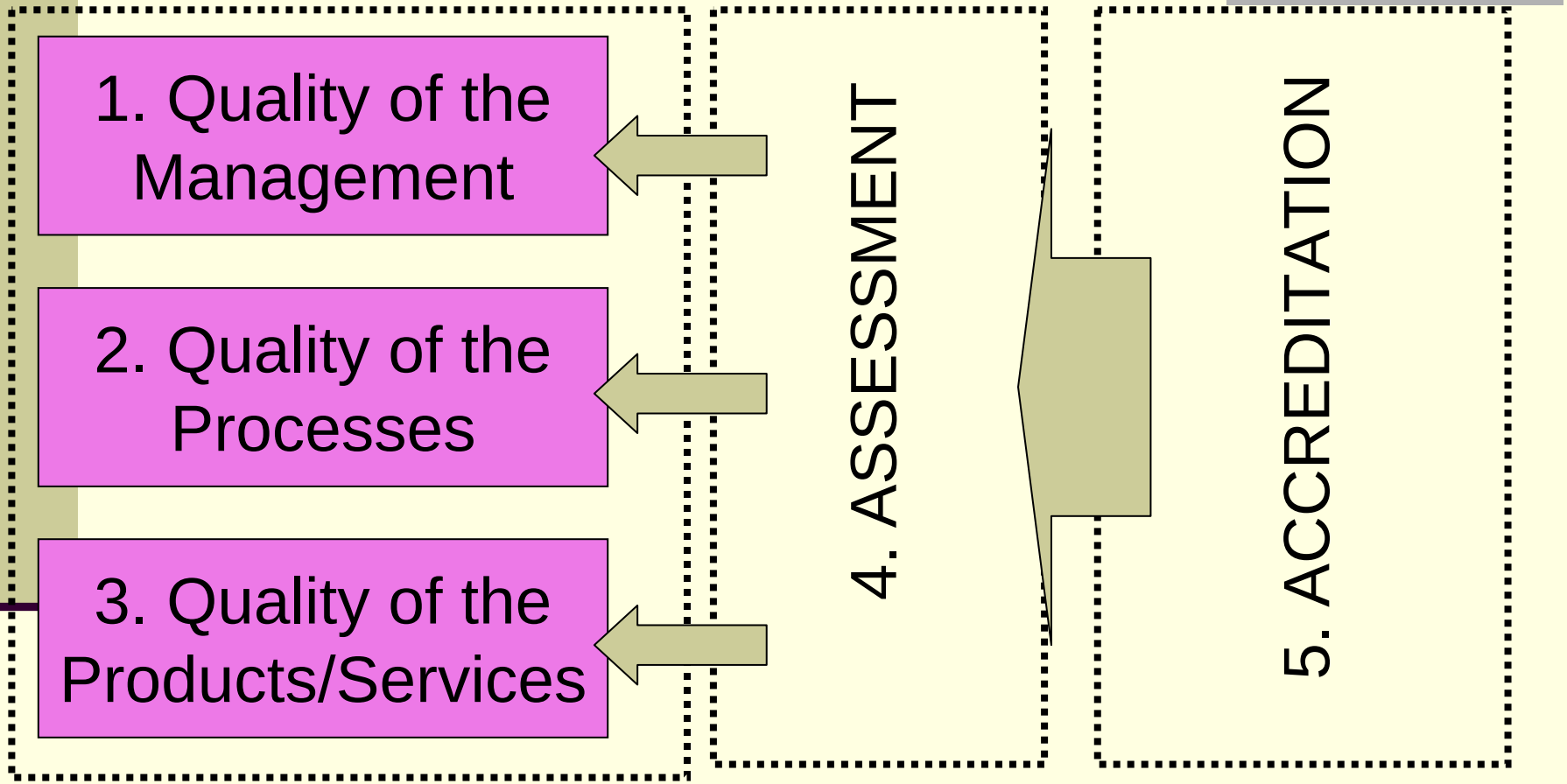
Importance of standards

- Encapsulation of best practice- avoids repetition of past mistakes
- Framework for quality assurance process - it involves checking standard compliance
- Provide continuity - new staff can understand the organisation by understand the standards applied

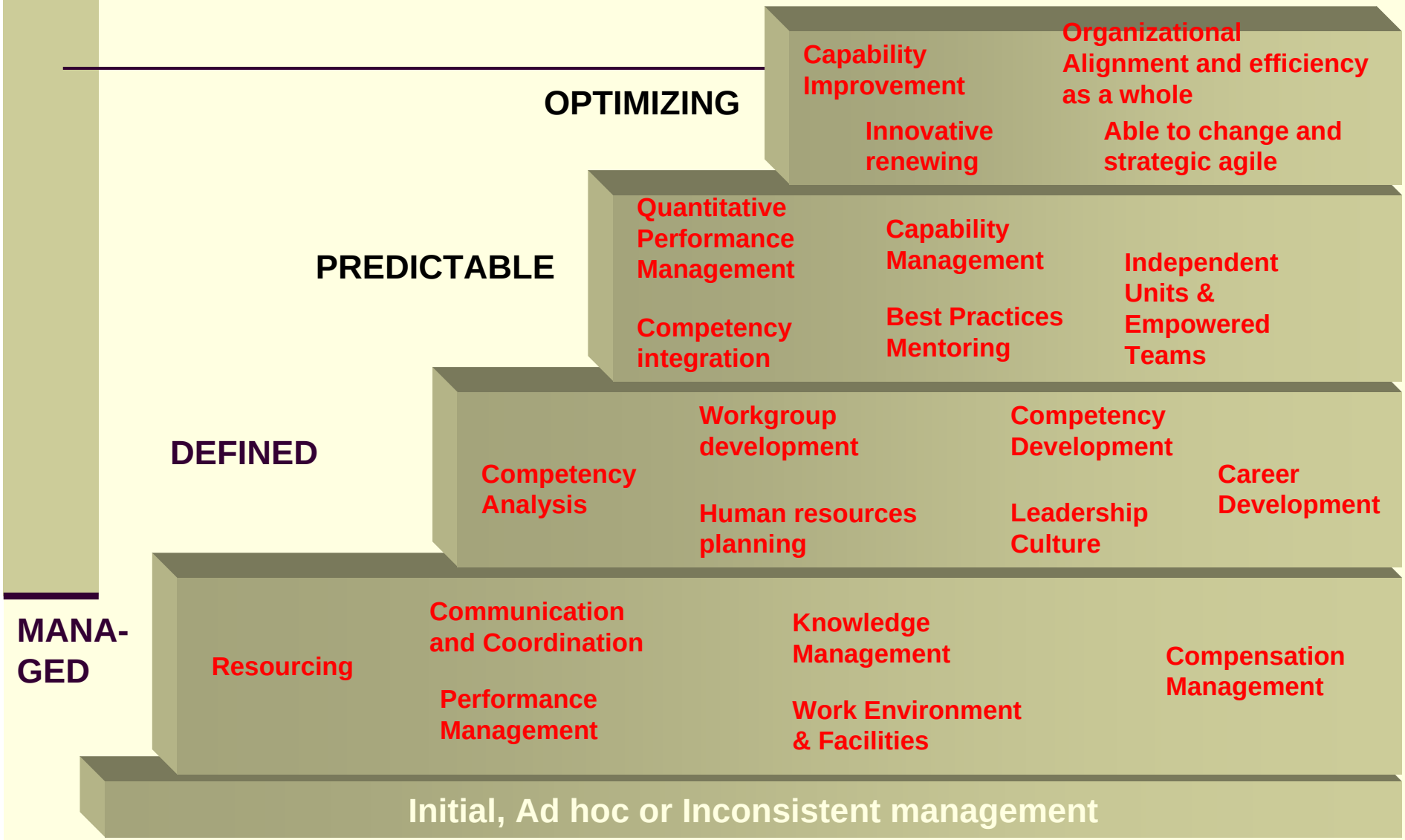
Levels

- Institutional leve
- Program level
- Course level
- Object level

Quality Manual Structure for eLearning



Management Processes



eLearning actor roles (1/4)

- Rector / Director
- Project Manager
- University Developer
- Consultant/Advisor
- Research and Design Coordinator
- Content/Subject Matter Expert
- Instructional Designer
- Interface Designer
- Copyright Coordinator

eLearning actor roles (2/4)

- Evaluation Specialist
- Production Coordinator
- Course Integrator
- Programmer
- Editor
- Graphic Artist
- Multimedia Developer
- Learning Objects Specialist
- Quality Manager
- Quality Assurance

eLearning actor roles (3/4)

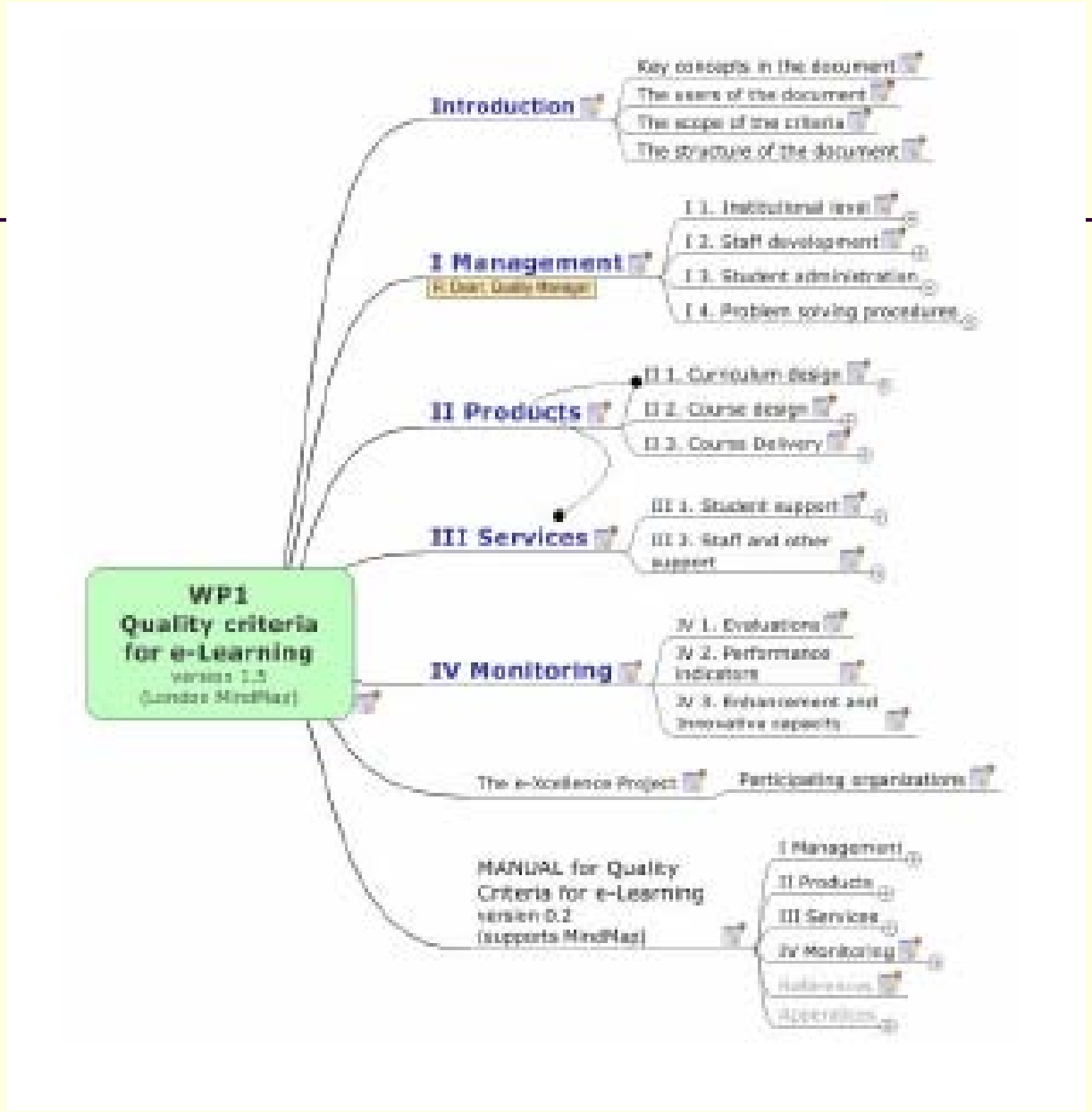
- Pilot Subjects/Testers
- Teacher / Delivery Coordinator
- Systems Adminstrator
- Server / Database Programmer
- eLearning Course Coordinator
- Instructor / Teacher (*)
- Instructor Assistant
- Tutor
- Discussion Facilitator / Moderator

eLearning actor roles (4/4)

- Customer Services
- Technical Support Specialist
- Information /Library Services
- Counseling Services
- Administrative Services
- Registration Service
- Marketing
- Student

Quality Assurance for Digitisation

- QA Procedures For The Design Of CAD Data Models
- Documenting Digitisation Workflow
- QA for GIS Interoperability
- Choosing A Suitable Digital Rights Solution
- Recording Digital Sound
- Handling International Text
- Choosing A Suitable Digital Video Format
- Implementing Quality Assurance For Digitisation
- Choosing An Appropriate Raster Image Format
- Choosing A Vector Graphics Format For The Internet
- Transcribing Documents
- Digitising Data For Preservation
- Audio For Low-Bandwidth Environments
- Producing And Improving The Quality Of Digitised Images
- Implementing and Improving Structural Markup
- Techniques To Assist The Location And Retrieval Of Local Images
- QA Techniques For The Storage Of Image Metadata
- Improving the Quality of Digitised Images
- Digitisation Of Still Images Using A Flatbed Scanner
- Choosing a suitable Digital Watermark


WP1
Quality criteria
for e-Learning
Introduction
Key concepts in the document
The users of the document
The scope of the criteria
The structure of the document
I Management
I 1. Institutional level
I 2. Staff development
I 3. Student administration
I 4. Problem solving procedures
II Products
II 1. Curriculum design
II 2. Course design
II 3. Course Delivery
III Services
III 1. Student support
III 3. Staff and other support
IV Monitoring
IV 1. Evaluations
IV 2. Performance indicators
IV 3. Enhancement and innovative aspects
The e-Xcellence Project
Participating organizations
MANUAL for Quality Criteria for e-Learning
version 0.2
(supports MindMap)
I Management
II Products
III Services
IV Monitoring

Kysymyksiä – lisätietoa?

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